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7926 NE State Route M, P.O. Box 227 Breckenridge, MO 64625 PHONE: (660) 644-5411 FAX: (660) 644-546

www.greenhills.net

Green Hills Telephone Corporation

Serving the area since 1952

October 3, 2013

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12th Street, SW Washington, DC 20554

WC Docket No. 10-90, WC Docket No. 11-42 Re:

2013 ETC Annual Report of Green Hills Telephone Corporation

Study Area Code 421890

Dear Ms. Dortch:

Green Hills Telephone Corporation "Green Hills" files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules. Green Hills seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Repee' Reeter

sincerely.

Chief Financial Officer

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

No. of Copies rec'd U+3 List ABCDE

⁴⁷ C.F.R. §§ 54.313, 54.422.

² Connect America Fund et al., WC Docket No. 10-90 et al., Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

cci	rm 481 - Carrier Annual Repurbing Selection Form	HCF Fermille) Own there is a 2000 confirm to make the 2000 con No. 2019	
<010>		421890	77.5
<015>	Study Area Name	GREEN HILLS TEL CORP	
<020>	Program Year	2014	_
<030>	Contact Name: Person USAC should contact with questions about this data	Renee' Reeter	_
<035>	Contact Telephone Number: Number of the person identified in data line <030>	660-644-5411)>	
<039>	Contact Email Address: Email of the person identified in data line <030>	rreeter@ghtc.com	_
ARMI	V. REPORTING FOR ALL CARRIERS	84.933 S4.422 Completion Complete	1
<100>	Service Quality Improvement Reporting	(check box when complete) (complete attached worksheet)	
<200> <210>	Outage Reporting (voice)	(complete attached worksheet)	
<310>	Unfulfilled Service Requests (voice) Detail on Attempts (voice) Unfulfilled Service Requests (broadband) Detail on Attempts (broadband)	(attach descriptive document)	
<400> <410> <420> <430> <440> <450>	Number of Complaints per 1,000 customers (voice) Fixed 0.0 Mobile Number of Complaints per 1,000 customers (broad) Fixed Mobile		
<710> <800> <900> <1000> <1010> <1110>	Service Quality Standards & Consumer Protection R 421890M0510 Functionality in Emergency Situations 421890M0610 Company Price Offerings (voice) Company Price Offerings (broadband) Operating Companies and Affiliates Tribal Land Offerings (Y/N)? Voice Services Rate Comparability Terrestrial Backhaul (Y/N)?	Rules Compliance (check to indicate certification) (attached descriptive document) (check to indicate certification) (attached descriptive document) (complete attached worksheet) (complete attached worksheet) (complete attached worksheet) (if yes, complete attached worksheet) (check to indicate certification) (attach descriptive document) (if not, check to indicate certification) (complete attached worksheet)	
:2000> :2005>	Terms and Condition for Lifeline Customers Price Cap Carriers, Proceed to Price Cap Additional I	ce Cap Local Exchange Carriers (check to indicate certification) (complete attached worksheet)	
3000>	Rate of Return Carriers, Proceed to <u>ROR Additional</u>	Documentation Worksheet (check to indicate certification)	3

<3005>

CONTRACTOR OF THE PARTY OF THE	rvice Quality improvement Reporting lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code 421890	,	
<015>	Study Area Name GREEN HILLS TEL C	CORP	
<020>	Program Year 2014		
<030>	Contact Name - Person USAC should contact regarding this data Renee Renee	ter	
<035>	Contact Telephone Number - Number of person identified in data line <030> 660-644-	5411	
<039>	Contact Email Address - Email Address of person identified in data line <030> rreeter	@ghtc.com	
<110>	Has your company received its ETC certification from the FCC?	(yes/no) O O	
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) O O	
<111>	year plan Tileu with the Lee		
	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.		
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company CETC which only receives frozen support, your progress report is only required to address voice telephony service.	y is a	
		Name of Atta	ached Document (.pdf)
	Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.		
<113>	Maps detailing progress towards meeting plan targets		
<114>	Report how much universal service (USF) support was received		
<115>	How (USF) was used to improve service quality		
<116>	How (USF)was used to improve service coverage		
<117>	How (USF) was used to improve service capacity		
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.		

(200) Ser	rice Outage Reporting (Voice)	
	action Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	421990
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data lin	ne <030> 660-644-5411
<039>	Contact Email Address - Email Address of person identified in data lin	

20>	<a>>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h>></h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
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	as Offerings Including Votes Pack Debt. Besten Form	FDC Form AR2 () ONAS Control No. 3060-0819 July 2013
<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>		660-644-5411
<039>		rreeter@ghtc.com
<701>	Residential Local Service Charge Effective Date 1/1/2013	
<702>	Single State-wide Residential Local Service Charge	

Colo	4875	costs:	400	800	450		Mandatory Extended Area	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and F
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<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data	aline <030> 660-644-5411
4020-	C	

<711>	qi»		Ob	42 2	40	edis.	2023	ods.	That
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
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	ection Form			CANG Control No	, 3060-0986/OMB Control No. 3060-0819
				July 2013	[1] [1] [1] [1] [1] [1] [1] [1] [1] [1]
<010>	Study Area Code	421890			
<015>	Study Area Name	GREEN HILLS TE	L CORP		
<020>	Program Year	2014			
<030>	Contact Name - Person USAC should contact regard	ding this data Renee' Reeter			
<035>	Contact Telephone Number - Number of person ide	entified in data line <030> 660-644-541			
<039>	Contact Email Address - Email Address of person id	entified in data line <030> rreecerwgnt	e.eom		
	Green Hills Telephone	e Corporation			
<810>	Reporting Carrier Holding Company				
<811> <812>	Operating Company Green Hills Telephon	e Corporation			
(612)	Operating company				4.8
<813>			52		
(013)	Affiliate		SAC	Doing Business As Comp	oany or Brand Designation
	Annate	•			
			e attached works	heet	
				<u></u>	
				 	

100000-151 SECURITION	hai Lands Reporting: listies Form	FCC Form #61
		OMS Control No. 2000-0555/0MS Control No. 3060-0519
<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line	<030> 660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line	e <030> rreeter@ghtc.com
<910>	Tribal Land(s) on which ETC Serves	
<920>	Telbal Conservation Conservation (Children	
(320)	Tribal Government Engagement Obligation	
		Name of Attached Document (.pdf)
	If your company serves Tribal lands, please select (Yes, No, NA) for	
	each these boxes to confirm the status described on the attached	
	PDF, on line 920, demonstrates coordination with the Tribal	
	government pursuant to § 54.313(a)(9) includes:	
		Select
		(Yes,No,
		NA)
<921>	Needs assessment and deployment planning with a focus on Tribal	
	community anchor institutions;	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
	Compliance with Tribal Business and Licensing requirements.	

Collection Forms Collection Forms Collection F
<010> Study Area Name <020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> receteraghtc.com Please check this box to confirm no terrestrial backhaul <1120> options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps
<010> Study Area Name <020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> receteraghtc.com Please check this box to confirm no terrestrial backhaul <1120> options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps
<015> Study Area Name <020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> <030> Contact Email Address - Email Address of person identified in data line <030> Please check this box to confirm no terrestrial backhaul <1120> options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps
 <020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Please check this box to confirm no terrestrial backhaul <
<030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> 660-644-5411 <039> Contact Email Address - Email Address of person identified in data line <030> rreeter*ghtc.com Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps
<035> Contact Telephone Number - Number of person identified in data line <030> 660-644-5411 <039> Contact Email Address - Email Address of person identified in data line <030> reeter*ghtc.com Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps
Contact Email Address - Email Address of person identified in data line <030> rreetersightc.com Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps
Please check this box to confirm no terrestrial backhaul <1120> options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps
broadband service of at least 1 Mbps downstream and 256 kbps

Lifeline	erms and Condition for Lifeline Customers		FCC-FO ONB C July 20	ontrol No.: 3060-0986/CMB Control No.: 3060-0819
			4-0-4eg	。 第一章
<010>	Study Area Code		1890	
<015>	Study Area Name	G	REEN HILLS TEL CORP	N
<020>	Program Year	2	014	
<030>	Contact Name - Person USAC should contact regarding this data		Renee' Reeter	
<035>	Contact Telephone Number - Number of person identified in data I		660-644-5411	
<039>	Contact Email Address - Email Address of person identified in data	line <030>	rreeter@ghtc.com	
<1210> <1220>	Terms & Conditions of Voice Telephony Lifeline Plans Link to Public Website		ne of attached document (.pdf)	t m
	"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:			
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	/		
<1222>	Details on the number of minutes provided as part of the plan,	/		
<1223>	Additional charges for toll calls, and rates for each such plan.	V		

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nata nati	editor Ports	CAND CONTROL No. 3100-0019/DASS Control No. 3100-0019
F4.	Rate of Return Corriers of Wasted with Price Cop Local Exchange Corriers	and the property of the control of t
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	Co. As Assoc Code	421890
<010>	Study Area Code Study Area Name	GREEN HILLS TEL CORP
<015> <020>	Study Acces North	2014
<030>	. rogium rom	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030	> 660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030	
201-101-04-TAI		for the Continuous High Continuous to office access charge reductions, and Connect America Phase II
CHECK ti	te boxes below to note compliance as a recipient of incremental Connect An	merica Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II d),(e) the information reported on this form and in the documents attached below is accurate.
	support as set forth in 47 CFR 9 54.313(D),(C),(C	tige) the information reported on this form and in the accommond according below to describe
	Incremental Connect America Phase I reporting	en e
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	
12011	Sta feet destination (1) and 3 =(-//-/)	
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a	a)}
<2012>	2013 Frozen Support Certification	igodot
<2013>	2014 Frozen Support Certification	├ ─-
<2014>	2015 Frozen Support Certification	<u> </u>
<2015>	2016 and future Frozen Support Certification	Ll
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))	
<2016>	Certification Support Used to Build Broadband	
	Connect America Phase II Reporting (47 CFR § 54.313(e))	
<2017>	3rd year Broadband Service Certification	
	5th year Broadband Service Certification	\Box
<2018> <2019>		
<2019>	Please check the box to confirm that the attached PDF, on line 202	1.
<2020>	contains the required information pursuant to § 54.313 (e)(3)(ii), as	
	of CAF Phase II support shall provide the number, names, and addr	
	community anchor institutions to which began providing access to	
	service in the preceding calendar year.	
<2021>		Name of Attached Document Listing Required Information
~2021>	meeting (together section and)	

(3000) R	es of Record Carter Appliques December (1997)		e il violetta di un il compresso di conservamento di
Dutte Col	Control of the Contro		CHAS Control No. 3050-0866/DIAS Calend No. 8040-0815
7.7.00			July 2013
-	421890		
<010>	Study Area Code	LLS TEL CORP	
<020>	Program Year 2014	DES TELL CORF	······································
<030>		nee' Reeter	
<035>	Contact Telephone Number - Number of person Identified in data line <030> Contact Email Address - Email Address of person Identified in data line <030>	660-644-5411	
40337	Contact Citian Address - Citian Address of person identified in data line 40307	rreeter@ghtc.com	
			The state of the s
CHECK t	he boxes below to note compliance on its five year service quality plan (pursua	ent to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring	compliance with the financial reporting requirements set forth in 47
	CLV 3 34:313(142): LIGHTING COUNTY WAS I	he information reported on this form and in the documents attach	red below is accurate.
	Progress Report on 5 Year Plan		
(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i))	Name of Attached Document Listing Required Information	
	Please check this box to confirm that the attached PDF, on line 3012,		
(3011)	contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and		
(5522)	addresses of community anchor institutions to which began providing		
	access to broadband service in the preceding calendar year.		
(2012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	M	
(3013)		Name of Attached Document Listing Required Information	✓ (Yes/No)
(3014)	If yes, does your company file the RUS annual report		(Yes/No)
	Please check these boxes to confirm that the attached PDF, on line 3017,		
	contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for		
(3013)	Telecommunications Borrowers)		
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		74
(3017)	if the response is yes on line 3014, attach your company's RUS annual		421890MO3017
(3018)	report and all required documentation If the response is no on line 3014, is your company audited?	Name of Attached Document Listing Required Information	The same
,	If the response is yes on line 3018, please check the boxes below to		(Yes/No)
	confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains		
	: Either a copy of their audited financial statement; or (2) a financial report		
(3019)	in a format comparable to RUS Operating Report for Telecommunications		LJ
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
	Management letter issued by the independent certified public accountant		_
(3021)	that performed the company's financial audit.		\Box
	If the response is no on line 3018, please check the boxes below		
	to confirm your submission, on line 3026 pursuant to § 54.313(f)(2),		
	contains: Copy of their financial statement which has been subject to review by an		
(3022)	independent certified public accountant; or 2) a financial report in a		
(3022)	format comparable to RUS Operating Report for Telecommunications		
	Borrowers, Underlying information subjected to a review by an independent certified		
(3023)	public accountant		
(3024)	Underlying information subjected to an officer certification.		
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required information	

Cartification - Reporting Carrier DATA Control No. 3060-0819 Data Collection Form Ally 2013			
<010>	Study Area Code	421890	
<015>	Study Area Name	GREEN HILLS TEL CORP	
<020>	Program Year	2014	
<030>			
<035>			
<039>	Contact Email Addre	ss - Email Address of person identified in data line <030> rreeter@ghtc.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

	racy of the Data Reported for the Annual Reporting for CAF or LI Recipients
certify that I am an officer of the reporting carrier; my responsibilitie recipients; and, to the best of my knowledge, the information reporte	s include ensuring the accuracy of the annual reporting requirements for universal service support d on this form and in any attachments is accurate.
Name of Reporting Carrier: GREEN HILLS TEL CORP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier: 421890	Filing Due Date for this form: 10/15/2013

Certifica Data Col	ion - Agent / Gartar action Form	ECC Point 481. ONES Control Not. SDSD-USSS/ONES Control No. 2000-0019
Today	The same of the sa	NA 2013
<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person	n USAC should contact regarding this data Renee' Reeter
<035>	Contact Telephone Nu	mber - Number of person identified in data line <030> 660-644-5411
<039>		- Email Address of person identified in data line <030> rreeter@ghtc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

certify that (Name of Agent)_ also certify that I am an officer of the reporting carrier; my responsibiliti agent; and, to the best of my knowledge, the reports and data provided	is authorized to submit the information reported on behalf of the reporting carrier, es include ensuring the accuracy of the annual data reporting requirements provided to the authorized to the authorized agent is accurate.
Name of Authorized Agent:	
Name of Reporting Carrier: GREEN HILLS TEL CORP	
ignature of Authorized Officer: CERTIFIED ONLINE	Date:
rinted name of Authorized Officer:	
itle or position of Authorized Officer:	
elephone number of Authorized Officer:	
tudy Area Code of Reporting Carrier: 421890	Filing Due Date for this form: 10/15/2013

TO BE COMPLETED BY THE AUTHORIZED AGENT:

	to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier
l, as agent for the reporting carrier, certify that I am authorized to subn the data reported herein based on data provided by the reporting carri	mit the annual reports for universal service support recipients on behalf of the reporting carrier; i have provide ier; and, to the best of my knowledge, the information reported herein is accurate.
Name of Reporting Carrier: GREEN HILLS TEL CORP	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent: CERTIFIED O	ONLINE Date:
Printed name of Authorized Agent or Employee of Agent:	Dute.
Title or position of Authorized Agent or Employee of Agent	
Felephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier: 421890	Filing Due Date for this form: 10/15/2013

Attachments

	erating Companies ECIDO Form			FCC Form 487] CMSC Control No. 2000-0926/CMS Control No. 2000-0819 (ally 2012)
<010>	Study Area Code	421890		
<015>	Study Area Name	GREEN HILLS TEL	CORP	
<020>	Program Year	2014		
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter		
<035>	Contact Telephone Number - Number of person identified in data line <03	0> 660-644-5411		
<039>	Contact Email Address - Email Address of person identified in data line <03	0> rreeter@ghtc.	. com	
<810>	Reporting Carrier Green Hills Telephone Corporation			
<811>	Holding Company			
<812>	Operating Company Green Hills Telephone Corporation			
<813> ½	ab **			
_	Affiliates		SAC	Doing Business As Company or Brand Designation
	Green Hills Foresight, LLC.			
_	Green Hills Area Cellular Telephone,			
_	Green Hills Area Cellular Telephone,	Inc.	429004	Green Hills Telecommunications Services
_	Green Hills Communications, Inc.			
_	Green Hills Communications, Inc.			Green Hills Technologies
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REDACTED - FOR PUBLIC INPECTION 09/05/2013

Green Hills Telephone Corporation's demonstration of complying with applicable service quality standards and consumer protection rules:

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." ² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."

Green Hills Telephone Corporation ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Missouri Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in section 4 CSR 240-32.050 of the Missouri Code of State Regulations;(3)compliance with provisions for Quality of Service as identified in section 4 CSR 240-32.070 of the Missouri Code of State Regulations;(4) compliance with Service Objectives as identified in section 4 CSR 240-32.080 of the Missouri Code of State Regulations;(5) compliance with customer Inquiry procedure as identified in 4 CSR

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.

240-33.060 of the Missouri Code of State Regulations, compliance with Dispute standards as identified in 4 CSR 240-33.080 of the Missouri Code of State Regulations; (6) compliance with truth-in-billing requirements; and (7) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Green Hills Telephone Corporation Ability to Function in Emergency Situations

Green Hills Telephone Corporation ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Missouri Code of State Regulations. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery reserve that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites and has a maintenance program in place as described in section 4 CSR 240-32.060 of the Missouri Code of State Regulations.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

REDACTED – FOR PUBLIC INSPECTION

Green Hills Telephone Corporation (SAC 421890)

ATTACHMENT - LINE 3017

2012 and 2011 ATTACHMENTS REDACTED IN ENTIRETY